



# STATE LIABILITY TRAVEL CARD AND CBA TRAINING

MELISSA KENT, DCFS Travel Card Program Administrator

[DCFS.Travelcard.Administrator@LA.GOV](mailto:DCFS.Travelcard.Administrator@LA.GOV)

(225)342-2387

EULANDA BATISTE, DCFS Compliance Officer

[DCFS.Travelcard.Compliance@LA.GOV](mailto:DCFS.Travelcard.Compliance@LA.GOV)

(225)342-4225

Gloria Hamilton, Travel Unit

[DCFS.SLTC@LA.GOV](mailto:DCFS.SLTC@LA.GOV)

(225) 342-4095



[www.dcfs.louisiana.gov](http://www.dcfs.louisiana.gov)

# INTRODUCTION

**The State Liability Travel Card is a VISA card issued by Bank of America for the State of Louisiana and used as a tool to assist state employees in paying for specific, higher cost travel expenses occurred during official state business.**



## STATE LIABILITY TRAVEL CARD SHALL NOT BE USED:

- ❖ For personal use.
- ❖ To avoid appropriate travel or payment procedures.
- ❖ To access cash or gift cards.
- ❖ For fuel or maintenance for rental or state vehicles.
- ❖ For prohibited or restricted Merchant Category Codes, without written approval from the Office of State Travel.
- ❖ For incidentals (i.e. meals, fees or tips, baggage check-in fees, taxi/shuttle service, phone calls or any other unallowable expense).



# TRAVEL CARD ISSUANCE

•The Travel Card may be issued only to DCFS employees who are required and authorized to travel on official state business and shall be used only for:

- Employee airfare (excluding baggage check-in fees)
- Employee hotel/lodging
- Employee vehicle rental (cardholder must be the driver)
- Client related hotel/lodging
- Client related airfare (excluding baggage check-in fees)
- Hotel parking only with a hotel stay and combined on the hotel/lodging receipt
- Park-n-Fly parking (New Orleans Airport only)

•No employee may qualify for a State Liability Travel Card if their State of Louisiana State Travel Card has been revoked due to charge-offs and/or non-payment, or if their account currently has a balance.



# SALES TAX

- ❖ **Louisiana state sales tax shall not be charged on card transactions.**
- ❖ **Cardholders must advise the vendor of any tax-exempt status prior to initiating a transaction.**
- ❖ **In the event Louisiana state sales tax is charged, and a credit is warranted, it is the cardholder's responsibility to have the vendor issue a credit to the cardholder's account.**



# SALES TAX

**Cardholders should present a copy of one of the following prior to making the transaction:**

For Automobile Rental Charges & New Orleans Park-N-Fly, only:  
State of Louisiana Employee Travel Expense Sales Tax Exemption  
Certificate Form [R-1392](#)

For Hotels only:  
[Governmental Employees Hotel Lodging Sales/Use Tax Exemption  
Certificate Form R-1376](#)

**Forms may be found in Departmental Policy 1-21**





# CHANGES TO THE PROGRAM

- ❖ All program participants, (Program Administrator, Cardholder, CBA Administrator and Cardholder Approver) are required to complete an online LEO - OSP Travel Card Certification for Approvers, Cardholders or Program Administrators annually, receiving a passing grade of at least **90**.
- ❖ Both Cardholders and Approvers are required to complete the SOL State Liability Travel Purchasing and CBA Program Cardholder or Approvers' Agreement Form.
- ❖ A Cardholder's approver must be a Supervisor of the Cardholder which would be at least one level higher than the Cardholder.
- ❖ Travel Cards shall not be issued to any agency program Administrators, Department head, CBA Administrator, Auditor or any other roles associated with administering, monitoring or reviewing the activities of the Travel Card program. **The exception is:** A Travel Approver with a Travel Card must have an Approver that is at least one level higher.



# TO OBTAIN STATE OF LA TRAVEL CARD



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# TO OBTAIN STATE OF LA TRAVEL CARD

- ❖ Complete in LEO an annual Travel Card Certification Course for Cardholders with a passing grade of 90 (LEO > My Training > Statewide Training > Office of State Purchasing and Travel > OSP Travel Card Certification) and print certificate or training transcript. (LEO on-line test link insert ).
- ❖ Complete the SOL/ State Liability Travel Purchasing and CBA Program Cardholder Agreement Form –(your initials are required at each designated box) (Insert Agreement Form link)
- ❖ Complete The Travel Card Program - Cardholder Enrollment/Update Form by typing your info onto the form before printing it for signatures (Link to DCFS TCF-1).
- ❖ Send, **all together**, the completed **original** Enrollment form , the completed **original** Cardholder Program Agreement Form and a copy of the LEO Certificate of Training for Cardholders (or training transcript) to:

**DCFS Travel Card Administrator**

**Melissa Kent**

**627 N. 4<sup>th</sup> Street**

**6<sup>th</sup> Floor, 300-28**

**Baton Rouge, LA 70802**



# UPON RECEIPT OF A NEW, RENEWAL OR REPLACEMENT CARD:

All cardholders must submit the  
Travel Card Verification of Receipt Form (TCF 5) to

[DCFS.Travelcard.Administrator@LA.GOV](mailto:DCFS.Travelcard.Administrator@LA.GOV)

By submitting this document the cardholder is verifying that the  
Travel Card has been received and that the cardholder has  
completed the Travel Card PowerPoint Training Presentation.

Applicants who do not qualify for a Travel Card will be notified in  
writing, with a copy to their immediate supervisor.

**NOTE:** The card will be deactivated if the Verification of Receipt Form is not  
received by the LaCarte Card Program Administrator within 30 days from  
the date the card was mailed.



# DOCUMENTING & RECONCILING TRANSACTIONS

## Cardholder Responsibilities

- Cardholder should log transactions as they are made using the appropriate Travel Card/Controlled Billed Account Log for Non-Client or Client Related transactions.
- Documentation is required for all transactions. This includes purchases and credits.
- Travel Card/Controlled Billed Account Logs and all supporting documentation must be maintained four fiscal years either in the Cardholder's office or Records Center. These files are subject to periodic review by the Office of the Legislative Auditor and any other duly authorized auditor.
- Cardholder will receive a paper Credit Card statement monthly from Bank of America around the 13<sup>th</sup> of the month or within five days after the billing cycle closes on the 8<sup>th</sup> of each month.
- Cardholder must reconcile the charges made during the billing cycle by matching the Credit Card statement to the Travel Card/Controlled Billed Account log and documentation (original receipts ) obtained from merchants for all transactions (purchases and credits).



# DOCUMENTING & RECONCILING TRANSACTIONS

## Cardholder Responsibilities (cont'd)

- When paying by telephone, fax or computer the Cardholder is still required to obtain a receipt or similar documentation.
- Acceptable documentation must include the merchant name, transaction date, a line item description and price for the transaction(s).
- The documentation must be reviewed and verified by the Cardholder as received or reported as a disputed item.
- Any non-approved or disallowed charges should also be included on the Travel Card/Controlled Billed Account log and noted as "DISALLOWED".
- The total of the logs must equal the total monthly Credit Card statement amount. For client related transactions the total of the TIPS 212 documents must equal the Credit Card statement amount.



# DOCUMENTING & RECONCILING TRANSACTIONS

## Cardholder Responsibilities (cont'd)

- Additional supporting documentation includes approved Travel Authorizations for non-routine travel and TIPS 212 documents for client related transactions.
- The TIPS vendor number for Travel Card transactions (purchases and credits) is **020200266**.  
**DO NOT USE THIS VENDOR NUMBER FO RCBA PURCHASES/CREDITS.**
- The Cardholder must sign and date the completed log(s) and forward them along with all supporting documentation and accounting distribution information to his/her supervisor or designated reviewer.
- No later than the 20<sup>th</sup> of each statement month the Cardholder must scan their monthly Travel Card/Controlled Billed Account log(s) along with the Bank of America statement, receipts, Travel Authorizations for non-routine travel and TIPS 212 forms for all client related Travel Card transactions to the Fiscal Services-Travel Unit email  
[DCFS.SLTC@la.gov](mailto:DCFS.SLTC@la.gov).



# DOCUMENTING & RECONCILING TRANSACTIONS

## **Supervisors must verify the following:**

- Appropriate Travel Card/Controlled Billed Account log(s) have been completed and acceptable documentation exists for every transactions (purchases/credits).
- Transactions are for official State business and comply with appropriate rules and regulations.
- Approved Travel Authorizations exist for non-routine travel.
- TIPS 212 forms have been completed and entered accurately in TIPS for client related transactions.





# DOCUMENTING & RECONCILING TRANSACTIONS

## **Supervisors must verify the following:**

- Bank of America Credit Card statement total agrees with the Travel Card/Controlled Billed Account log(s)
- Accounting distribution codes (ISIS Org/Object/Reporting Category) are correct. The ISIS org and ISIS object are required fields.
- There is no duplication of personal requests and/or reimbursement through the normal employee travel reimbursement process.
- Supervisor must sign and date the log(s) certifying that he/she has reviewed and approved the documents prior to the Cardholder submitting the information to the Fiscal Services-Travel Unit email [DCFS.SLTC@la.gov](mailto:DCFS.SLTC@la.gov).



# DOCUMENTING & RECONCILING TRANSACTIONS

## Fiscal Services Responsibilities

- Upon receipt of the monthly Bank of America Credit Card statement, Travel Card/Controlled Billed Account logs and all required supporting documentation, the Fiscal Services-Travel Unit will reconcile the documents for all non-client related transactions to ensure the transactions and documentation adheres to Travel Guidelines.
- Logs and supporting documentation containing client related transactions will be forwarded to the Fiscal Services-TIPS Unit for reconciliation and approval of TIPS 212 forms.
- After all reconciliations have been completed, all documents are forwarded to the Fiscal Services-Financial Management Unit for distributing the charges and credits to the account coding provided on the logs in the Integrated Statewide Information System (ISIS).
- The Fiscal Services-Financial Management Unit will notify the Cardholder's supervisor or other Appointing Authority if Travel Card/Controlled Billed Account logs are not reconciled timely by the Cardholder.



# CONTROLLED BILLED ACCOUNTS (CBA)

## CBA Designated Approvers Must:

- Ensure all airfare and conference registration fees charged to the CBA are for official state business.
- Ensure approved Travel Authorizations are received for non-routine travel
- Complete the appropriate Travel Card/Controlled Billed Account Log for non-client or client related transactions.
- Reconcile the log to the monthly Bank of America Credit Card or CBA statement.
- Forward the approved Travel Card/Controlled Account Log, CBA statement, original receipts, Travel Authorizations, TIPS documents and any other supporting documentation to the Fiscal Services-Travel Unit email [DCFS.SLTC@la.gov](mailto:DCFS.SLTC@la.gov).
- The TIPS vendor number for CBA transactions (purchases/credits) is **020132109**.



**IN ACCORDANCE WITH RETENTION POLICY**

**PURCHASING LOG AND**  
**ALL**  
**SUPPORTING DOCUMENTATION**  
**MUST BE**  
**MAINTAINED BY CARDHOLDERS**  
**FOR 7 YEARS**



# COMPLIANCE

- Compliance Reviewers request documentation from randomly selected cardholders for review. Documents must be returned by the requested date. Unjustified incidents of non-response will be reported to the cardholder's supervisor, appropriate appointing authority, and/or the Undersecretary.
- Requested documents include, but are not limited to:
  - ✓ Bank of America statement
  - ✓ Travel Card/CBA Log (Form DCFS TCF 3 or DCFS TCF 4)
  - ✓ Supporting documentation (i.e. receipts, invoices, etc.)
  - ✓ Relevant documentation required by PPM 49 and DCFS policy 1-14, Travel Regulations.



# COMPLIANCE

**The Administrative Services Compliance Unit is responsible for the accountability and integrity of the use of the Travel Card by DCFS employees and performs post audits to determine:**

- Transactions under the Travel Card program meet state and DCFS Travel card program policies and procedures.
- The number and amount of purchases made and vendors used, as well as detailed transaction information.
- Whether Louisiana state sales taxes have been paid.
- If the transactions listed on the Travel Card/CBA log are equal to the charges on the Bank of America statement.
- Whether transactions exceed the “single transaction limit”.
- If multiple transactions from the same vendor were made as a possible indication of a “split transaction”.
- If documentation is adequate and sufficient to adhere to state and DCFS Travel guidelines and accounting guidelines for expenditure records.
- Whether the cardholder and his/her supervisor signed and dated the charges listed on the Bank of America statement and Travel Card/CBA log, indicating their approval **(in an identifiable manner)**.
- Whether the cardholder is the only person who used the card.
- Whether purchases were limited to official state business.





# COMPLIANCE

**The Compliance Reviewer also verifies that purchases were not made:**

- ✓ For personal use.
- ✓ To avoid appropriate Travel or payment procedures.
- ✓ To access cash.
- ✓ For fuel and maintenance of automobiles.
- ✓ For incidentals, such as meals, fees and tips to porters, baggage carriers, baggage check-in fees, bellhops, hotel maids; transportation between places of lodging/airport such as taxi or shuttle; phone calls and any unallowable expenses.
- ✓ For restricted or prohibited Merchant Category Codes without written approval from the Office of State Travel.

**OR ANY OTHER QUESTIONABLE PURCHASES**



# NON-COMPLIANCE

**Non-compliance of the policies and procedures that govern the State Liability Travel Card and CBA Policy 1-21 will result in the following:**

**Citation issued to the Cardholder for an explanation and possible Corrective Action Plan (CAP); signed by the Cardholder, Cardholder's Supervisor and Appointing Authority.**

**If continued violations are discovered, the findings will be reported to the Appointing Authority to commence disciplinary action in accordance with DCFS Policy 4-07, Disciplinary, Corrective Actions, and Separations.**

**Unjustified incidents of non-response will be reported to The Cardholder's Supervisor, appropriate Appointing Authority, and the Undersecretary**



# CORRECTIVE ACTION PLAN

The DCFS Compliance Unit will notify cardholders of infractions found during the review of their requested documents. A Corrective Action Plan will be requested from the cardholder. This plan is to ensure the Cardholder has a plan to alleviate infractions from recurring. Cardholder cardholder's supervisor and Appointing Authority must sign the Corrective Action Plan. The plan must be submitted to the DCFS Compliance Unit by the requested deadline or further action may be taken.

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## *Example Corrective Action Plan for cardholder paying taxes:*

I, (your name), will inform merchant at time of purchase that these transactions are for a State agency and we are Louisiana State tax exempt. After the transaction is complete, I will review my receipt to verify taxes were not charged. If State taxes were charged, a refund will be requested at that time.



# TRAVEL CARD SECURITY

- ❖ Travel Cards must be kept in a secure location.
  - ❖ Unless a cardholder is required to carry their card at all times for emergency situations, it should be kept in a locked cabinet in the office.
  - ❖ It is the cardholder's responsibility to check which card they are using for personal purchases.
  - ❖ All instances of "accidental use" will be investigated by the Bureau of General Counsel.
- ❖ Account numbers should never be written where they can be easily seen by others.
- ❖ Never put the full Travel Card account number in emails, fax, reports, memos, etc. Use only the last 4 or 8 digits of the card number when referring to your account.
- ❖ Never send a copy of the Travel Card if requested by a merchant. If this is required for payment, then the cardholder must use another form of payment other than the State Liability Travel Card.
- ❖ Use of a Travel Card by anyone other than the cardholder is prohibited.
- ❖ The cardholder is the only person authorized to sign a transaction.



# **CARD MISUSE AND/OR FRAUD**

**If you are suspected of card misuse and/or fraud, any investigation and ensuing action shall be reported to the Legislative Auditor, the Office of Inspector General, State Police and the Director of the Office of State Purchasing and Travel.**



# CARD MISUSE AND/OR FRAUD

- ❖ ALL instances of suspected card misuse (whether intentional or accidental) and/or fraud will be investigated by the DCFS Bureau of General Counsel.
- ❖ Any purchase made with the Travel Card/CBA which is determined to be an intentional attempt to defraud the state for personal gain or for the personal gain of others will be subjected to an investigation.
- ❖ Should those findings be sufficient to support such action, the employee will be subject to disciplinary action.
- ❖ The nature of the disciplinary action will be at the discretion of the DCFS Secretary or delegated Appointing Authority and will be based on the investigation findings and the record of the employee.





# CARD MISUSE AND/OR FRAUD

- ❖ DCFS maintains a zero (0) tolerance policy as it relates to fraud, theft and misappropriation of funds. All allegations of fraud, theft and misappropriation of funds will be aggressively investigated and pursued.
- ❖ DCFS shall also report to the appropriate law enforcement agency, District Attorney, Legislative Auditor, State Office of Inspector General, and if applicable, the appropriate programmatic Office of Inspector General, all findings of fraud, theft or misappropriation of funds committed by any person to determine if criminal prosecution or other penalties are warranted.
- ❖ All employees that commit fraud, theft or misappropriate of funds will be subjected to disciplinary action, up to and including termination. Likewise, all employees that use the Department, its programs, offices, property, name or employees as a place or means to commit fraud, theft or misappropriation of funds, regardless if public or private funds are involved, will be subjected to disciplinary action, up to and including termination.
- ❖ Employees are required to immediately report all allegations of fraud to their immediate supervisor and Bureau of General Counsel for DCFS. Failure to do so will subject the employee to disciplinary action, up to and including termination.



# LOST OR STOLEN CARDS

**Lost or stolen cards must be immediately reported as follows:**

- Call Bank of America at 1-888-449-2273. Provide your (Cardholder's) name, account number and a statement as to whether the card was lost or stolen.
  - They will immediately close your account.
  - They will re-establish a new Account or advise you to contact your Travel Card Administrator.

AND

- DCFS Travel Card Administrator (225-342-2387)
  - Will immediately close your account if BOA has not been contacted.
  - You will be required to send, by e-mail, a Travel Card Update Form (TCF1) indicating a card has been Lost/Stolen.



# REPORT ABUSE ANONYMOUSLY

**State of Louisiana  
Inspector General's  
Fraud Abuse Hotline  
1-866-801-2549**

**[www.oig.louisiana.gov](http://www.oig.louisiana.gov)**



[www.dcfs.louisiana.gov](http://www.dcfs.louisiana.gov)

# DCFS INTRANET

**The DCFS State Liability Travel Card (CBA) Procedures Handbook and the State Liability Travel Card and CBA Policy may be found in their entirety on the DCFS Intranet**

**Click on:**

- ❖ **DCFS Policy Management System**
- ❖ **Policy Manual**
- ❖ **Administrative-Fiscal**
- ❖ **1-21**



# QUESTIONS?

**MELISSA KENT, Travel Card Program Administrator**  
**(225)342-2387**

**[DCFS.Travelcard.Administrator@LA.GOV](mailto:DCFS.Travelcard.Administrator@LA.GOV)**

**EULANDA BATISTE, Compliance Officer**  
**(225)342-4225**

**[DCFS.Travelcard.Compliance@LA.GOV](mailto:DCFS.Travelcard.Compliance@LA.GOV)**

**For questions on documentation and reconciliation, contact the  
DCFS Travel Unit at [DCFS.SLTC@LA.GOV](mailto:DCFS.SLTC@LA.GOV) or (225)342-4142**

